

Contact Information

☛Telephone:

toll free (consumers only):**1-888-TRY-WVIC** (1-888-879-9842)

☛Email:

consumer.service@wvinsurance.gov

☛What we do

The Consumer Services Division is responsible for resolving conflicts between insurance consumers and insurance companies in the state of West Virginia . A technical way and more exact wording would be:

The Consumer Services Division serves as a liaison between the insurance industry and you (insurance consumers of West Virginia, who are not represented by attorneys). The facts surrounding complaints received against insurance companies, agents and adjusters will be reviewed and objectively evaluated, pursuant to the West Virginia Insurance Code, Regulations and the insurance contract in question, to mediate a fair resolution.

☛Whose side are we on?

We look at the laws and try to come up with a fair resolution.

If you want to find someone just to take your side, you may want to find an attorney.

General questions may be able to be answered over the telephone, but to file a formal complaint, this must be done in writing or in person. A consumer who wishes to file a formal complaint should send a letter, which includes their problem and the remedy they are seeking. It should also include the complainants name, address and telephone number, as well as the name of the insurance company, agent or adjuster in question and any other information they may have such as the policy number, claim number, date of loss, etc...

☛Hours and Location

Insurance specialists are available to answer questions from 8:00 am to 5:00 p.m. Our office is located in the Greenbrooke Building, 1124 Smith Street, Room 309, Charleston, WV (parking is available at the rear of the building).

Send Correspondence to the below address, attention: Consumer Services Division.

**West Virginia Insurance Commission
Consumer Services Division
P.O. Box 50540, 1124 Smith Street
Charleston, WV 25305-0540**